

January 18, 2012

To: Executive Board

Subject: **November Performance Indicators Report**

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### **Recommendation**

Receive and file the November 2011 Performance Indicators Report.

### **Summary**

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for November 2011 was 1,138,768 and represents a two percent improvement over November 2010 ridership.
- **Fare Revenue** – Total fare revenue for November 2011 was \$1,551,750 resulting in an average fare of \$1.36 per boarding. November revenue represents an increase of nine percent over November 2010 levels.
- **Operating Expenses** – Total operating expenses for November 2011 were \$4,814,973 resulting in an average cost per service hour of \$87.43. Total operating expenditures show an improvement of almost two percent over November 2010 figures.
- **Accidents** – There was four preventable accidents in November 2011 for an average of 0.37 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 10.36 complaints per 100,000 boardings in November. This is an increase of 32.5 percent over November 2010 figures.
- **Schedule Adherence** – This month, 87.6 percent of all trips surveyed were on-time. This is an improvement of 7.5 percent when compared to November 2010.

### **Analysis**

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

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- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

## Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

## Total Boardings and Total Revenues

Total boardings in November were 1,138,768. Modest improvements in overall monthly ridership appear to be occurring as the economy and unemployment rate continue to improve. During the holiday season ridership tends to decrease as customers take advantage of Thanksgiving and Christmas vacations. However, for the month of November there was an improvement of two percent in ridership when compared to November 2010 figures. Overall year-to-date boardings are currently at FY 2011 levels.

The total recorded fare revenue in November 2011 was \$1.5 million, representing a nine percent improvement over November 2010. This resulted in an average fare per boarding of \$1.36, which is an improvement of almost seven percent over the November 2010 fare per boarding figure. While cash continues to be the primary mode of payment, the Transit Access Pass (TAP) cash purse has become the second most common fare payment method used. Customers seem to like the convenience and ability to load the TAP card via the Internet or at any of Foothill Transit's five Transit Stores.

Total expenditures for the month were \$4.8 million, which is an improvement of almost two percent over November 2011 figures. At the same time, year-to-date revenues are showing an increase of 3.6 percent over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

## Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In November 2011 there were a total of four preventable accidents,

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producing an average of 0.37 preventable accidents per 100,000 miles for the month. The year-to-date figure represents a 32 percent increase over fiscal year 2011. However, overall accidents per 100,000 miles continue to be below the performance target.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

### Complaints per 100,000 Boardings

In November, 10.36 complaints per 100,000 boardings were recorded. This continues to be above the performance target of 7.5. Of the 118 complaints received during the month, 69 were related to schedule adherence. There were also 31 complaints related to operator courtesy, 14 related to safety, and four related to fares. When compared to the previous month, complaints decreased by 15 percent. Year-to-date date complaints per 100,000 boardings are at 10.68. This is an increase of 20 percent over the FY 2011 figure and is primarily the result of Increased in scheduled adherence complaints due to the continued road construction on the agencies major lines. In addition, all customer comments and complaints are now being funneled through the agencies **1(800) Ride Info** telephone number, which allow customer complaints and comments to be more effectively routed to all Transit Stores and customer service office, thus limiting the wait time of each call received.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

### Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In November 2011 the agency achieved an average of 85 percent on-time performance on all lines. This is below the performance target of 90 percent and is a decrease of 6.5 percent from November 2010 figures. As noted in earlier, detours and road construction projects have impacted overall on-time performance causing delays on major local lines.

### Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 24 seconds during November 2011 is below the performance target of 50 seconds. The Transit *Store's* answered a total of 24,349 calls for the month and handled 93 percent if those calls. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

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## Average Miles between Service Interruptions

In November 2011, Foothill Transit averaged 37,064 miles between service interruptions. This is above the fiscal year target of 15,000 miles, and represents an improvement of 17 percent when compared to November 2010 figures. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System-** Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

## Boardings per Vehicle Service Hour

The agency averaged 20.7 boardings per vehicle service hour in November 2011. This is above the fiscal year performance target of 20.0 and is also an in par with November 2010 figures. The 55,073 service hours operated during the month reflect a slight increase of just above one percent over the same time in the previous fiscal year. Year-to-Date boardings also are equal to FY 2011 figures.

Attachment H shows the trend of this performance indicator.

## Average Weekday Boardings

In November 2011, the agency averaged 46,893 boardings per weekday. This figure represents a two percent improvement in average weekday boardings when compared to November 2010 this indicator continues to be above the 44,000, performance target. Average weekday boardings are on par with the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System-** Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

## Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in November 2011 was \$87.43, which is below the fiscal year target of \$92.91, and is equal to November 2010 figures. The year-to-date cost per hour of \$91.28 is well below the performance target of \$96.27.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

## Farebox Recovery Ratio

The November 2011 farebox recovery ratio was 32.23 percent. This is above the performance target of 25.96 and reflects an improvement of seven percent over November

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2010 figures. For the fiscal year, farebox recovery ratio is at 29.38 percent and represents an improvement of almost two percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Dietter A. Aragón  
Planning Manager

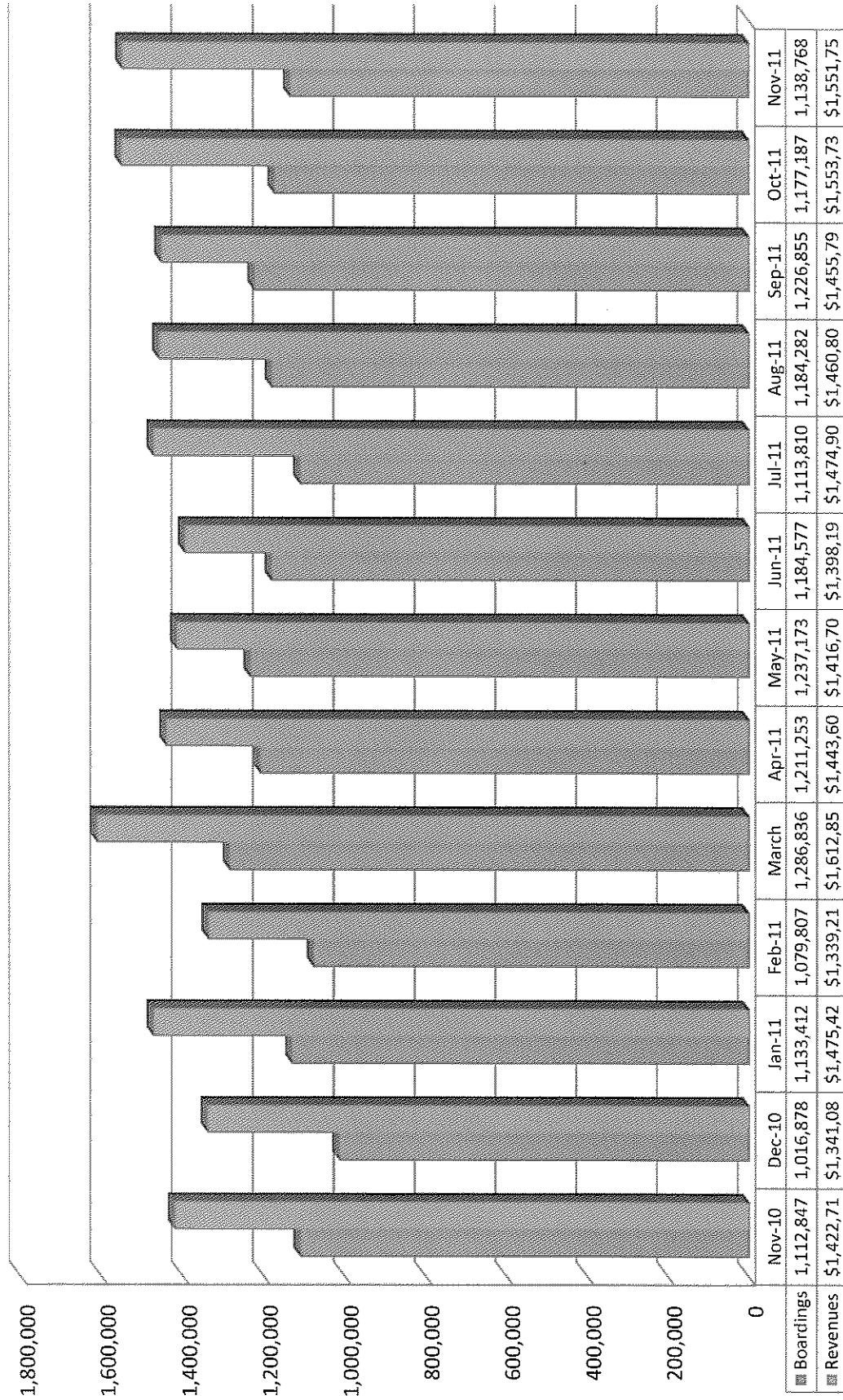


Doran J. Barnes  
Executive Director

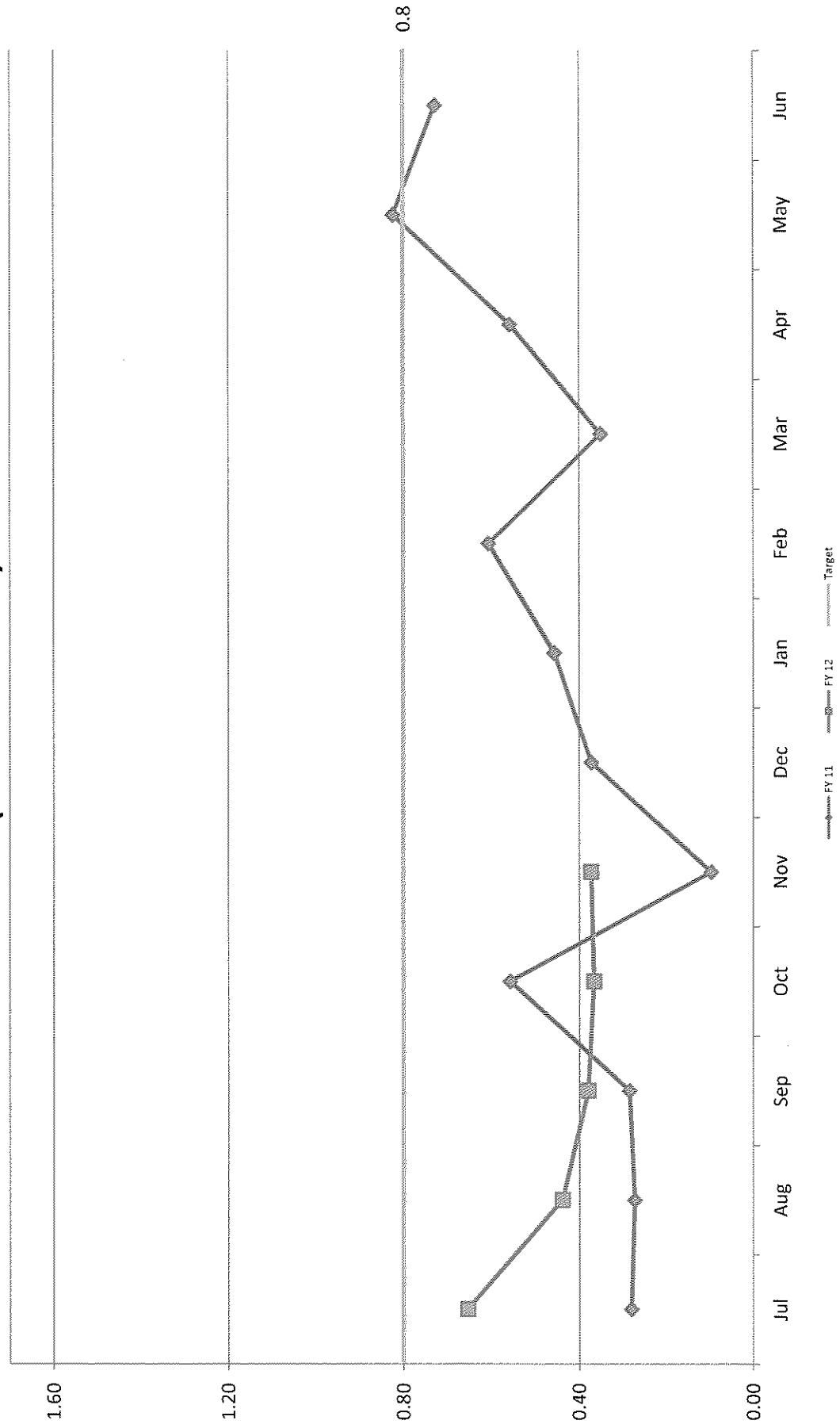
Attachment A: Key Indicators Report  
November-11

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,138,768	N/A	1,112,847	2.33%	N/A	5,840,903	N/A	5,835,120	0.10%
	Vehicle Service Hours		55,073	N/A	54,398	1.24%	N/A	279,532	N/A	281,345	-0.64%
	Total Fare Revenue	B	\$1,551,750	N/A	\$1,422,715	9.07%	N/A	\$7,496,986	N/A	\$7,236,783	3.60%
	Total Operating Expense		\$4,814,973	N/A	\$4,735,912	-1.67%	N/A	\$25,514,847	N/A	\$25,057,752	-1.82%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.37	X	0.10	74.14%	0.80	0.44	X	0.30	32.40%
	Complaints per 100,000 Boardings	D	10.36		7.82	-32.54%	7.5	10.68		8.89	-20.11%
	Schedule Adherence	E	87.6%		81.5%	7.55%	90%	86.8%		82.4%	5.28%
	Average Hold Time	F	0:24	X	0:17	41.18%	0:50	0:35	X	0:26	34.62%
Operate an Effective Transit System	Average Miles Between Service Interruptions	G	37,064	X	31,483	17.73%	15,000	35,258	X	26,669	32.21%
	Boardings per Vehicle Service Hour	H	20.7	X	20.5	0.98%	20.0	20.9	X	20.7	0.97%
	Average Weekday Boardings	I	46,893	X	45,863	2.25%	44,000	46,354	X	46,377	-0.05%
	Average Cost per Vehicle Service Hour	J	\$87.43	X	\$87.06	-0.42%	\$96.27	\$91.28	X	\$89.06	-2.48%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	32.23%	X	30.04%	7.28%	25.96%	29.38%	X	28.88%	1.74%

## Attachment B: Total Boardings vs. Total Revenues

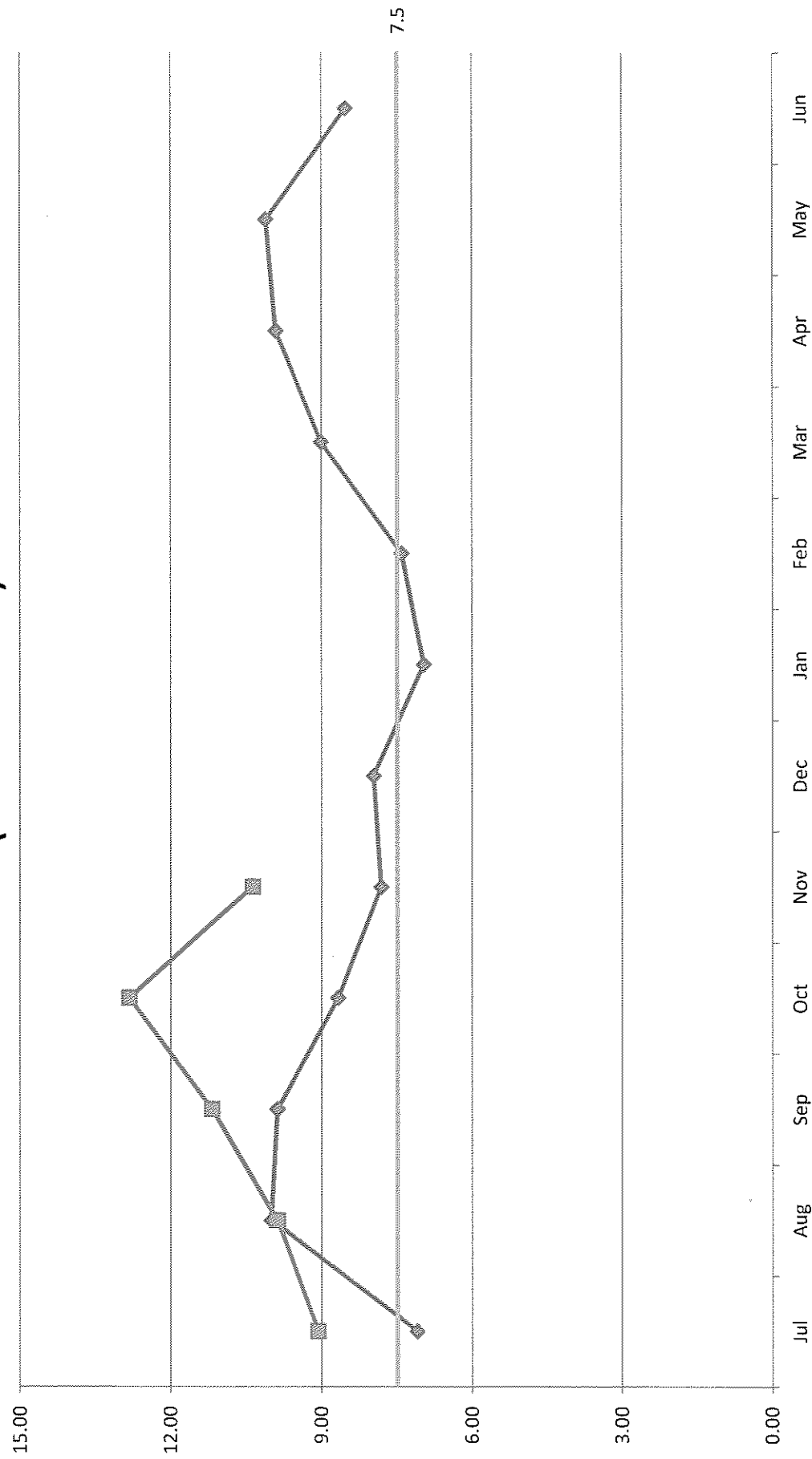


# Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)

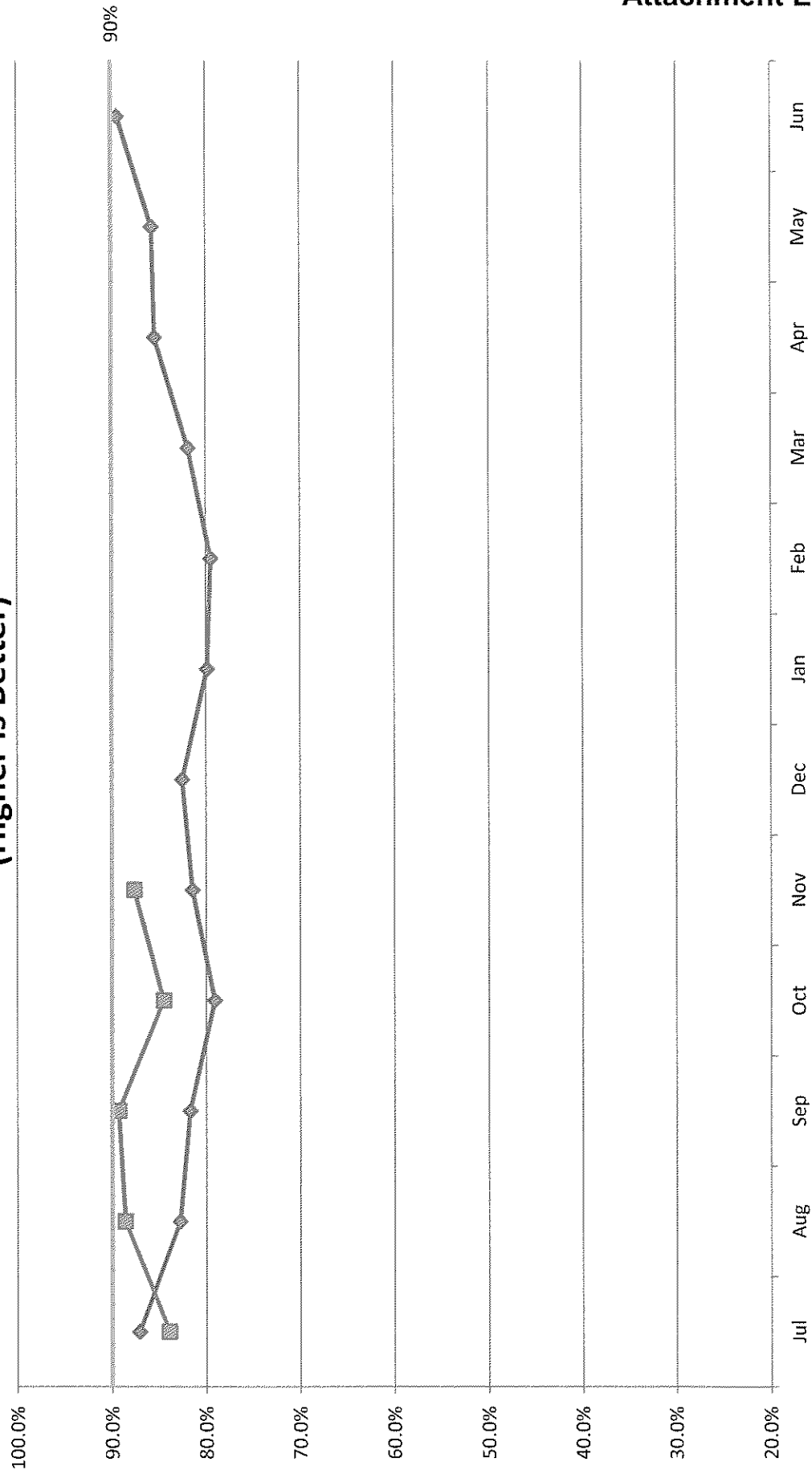




## Attachment D: Complaints per 100,000 Boardings (Lower is Better)



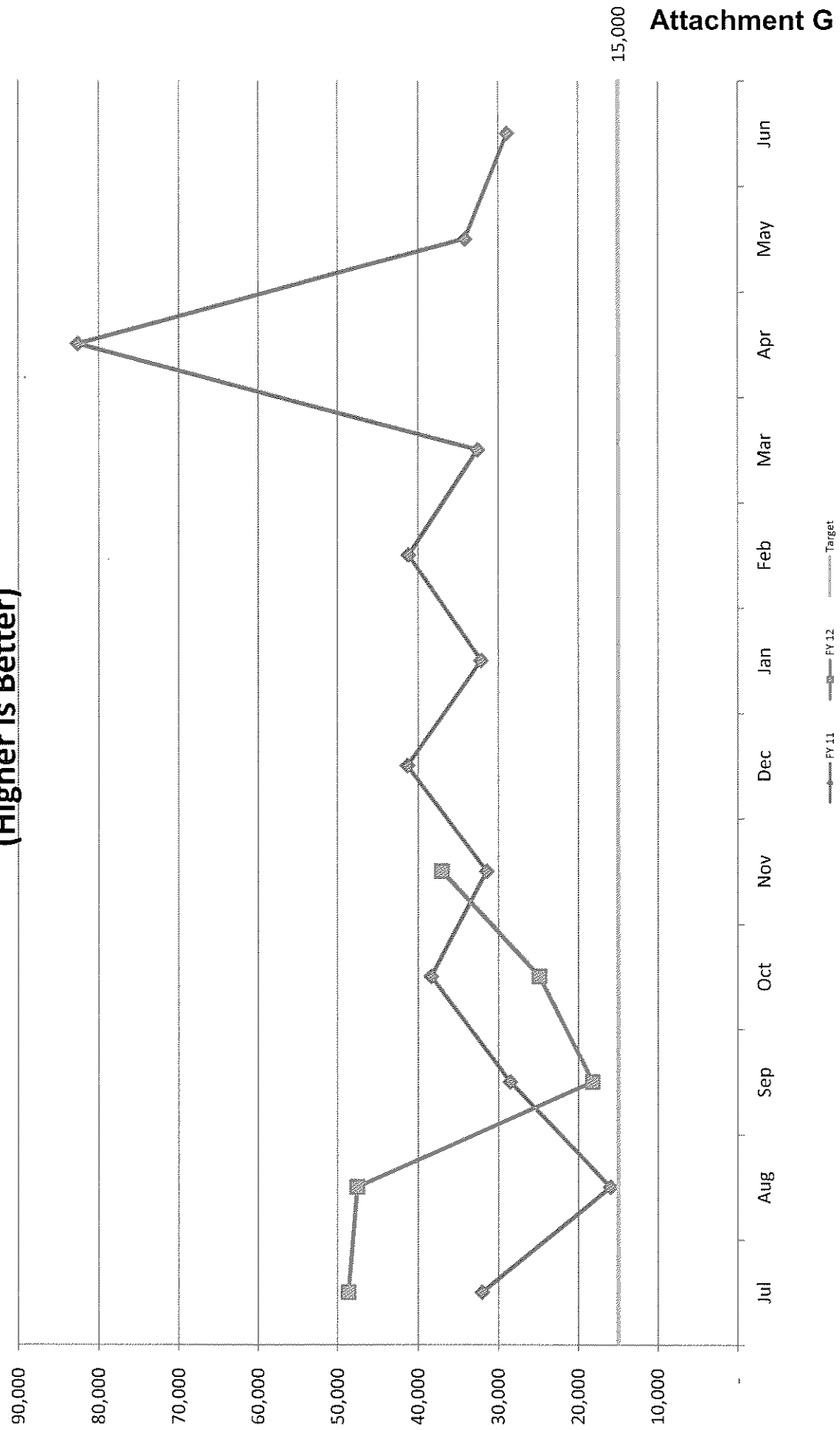
## Attachment E: Schedule Adherence (Higher is Better)



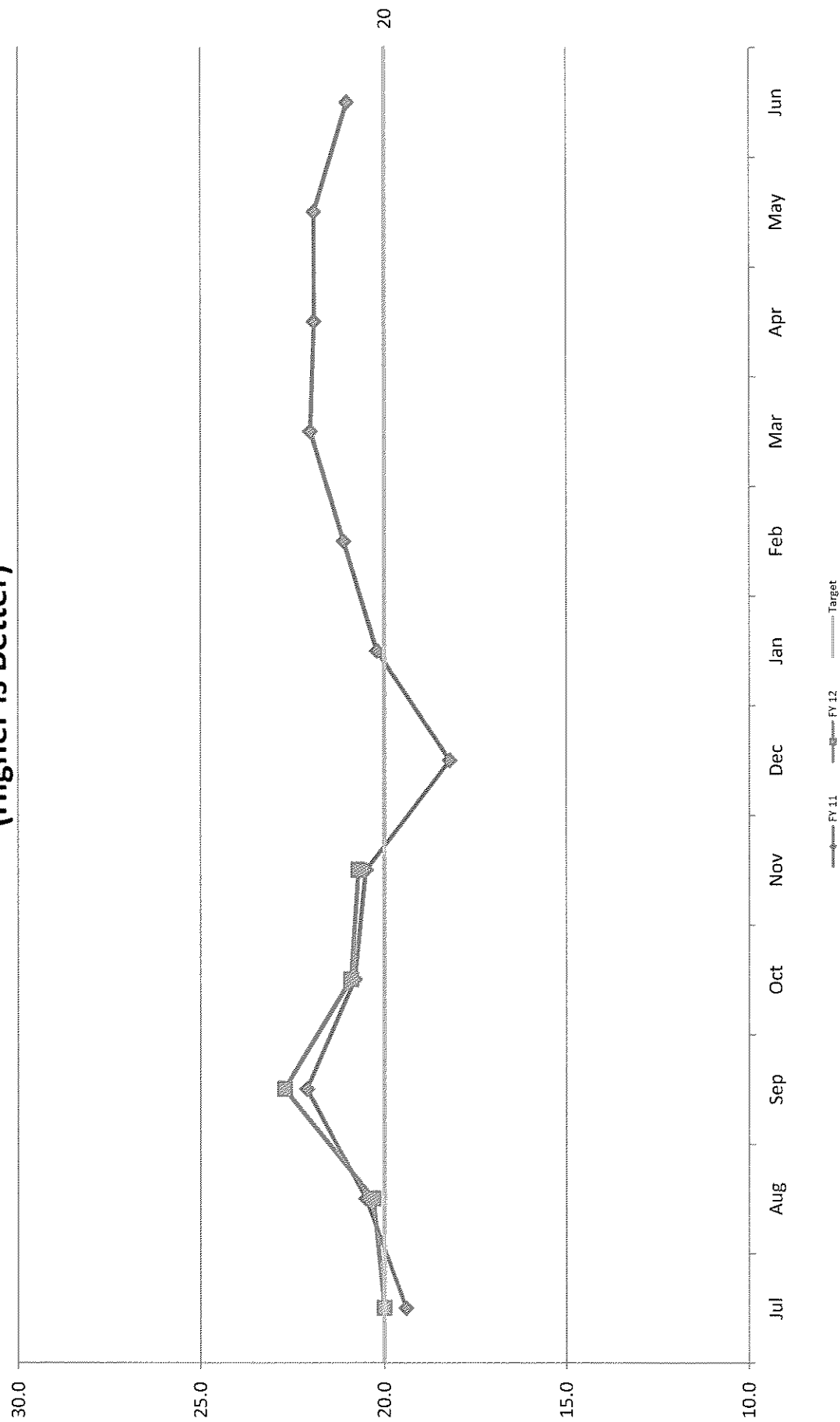
# Attachment F: Average Hold Time (Lower is Better)



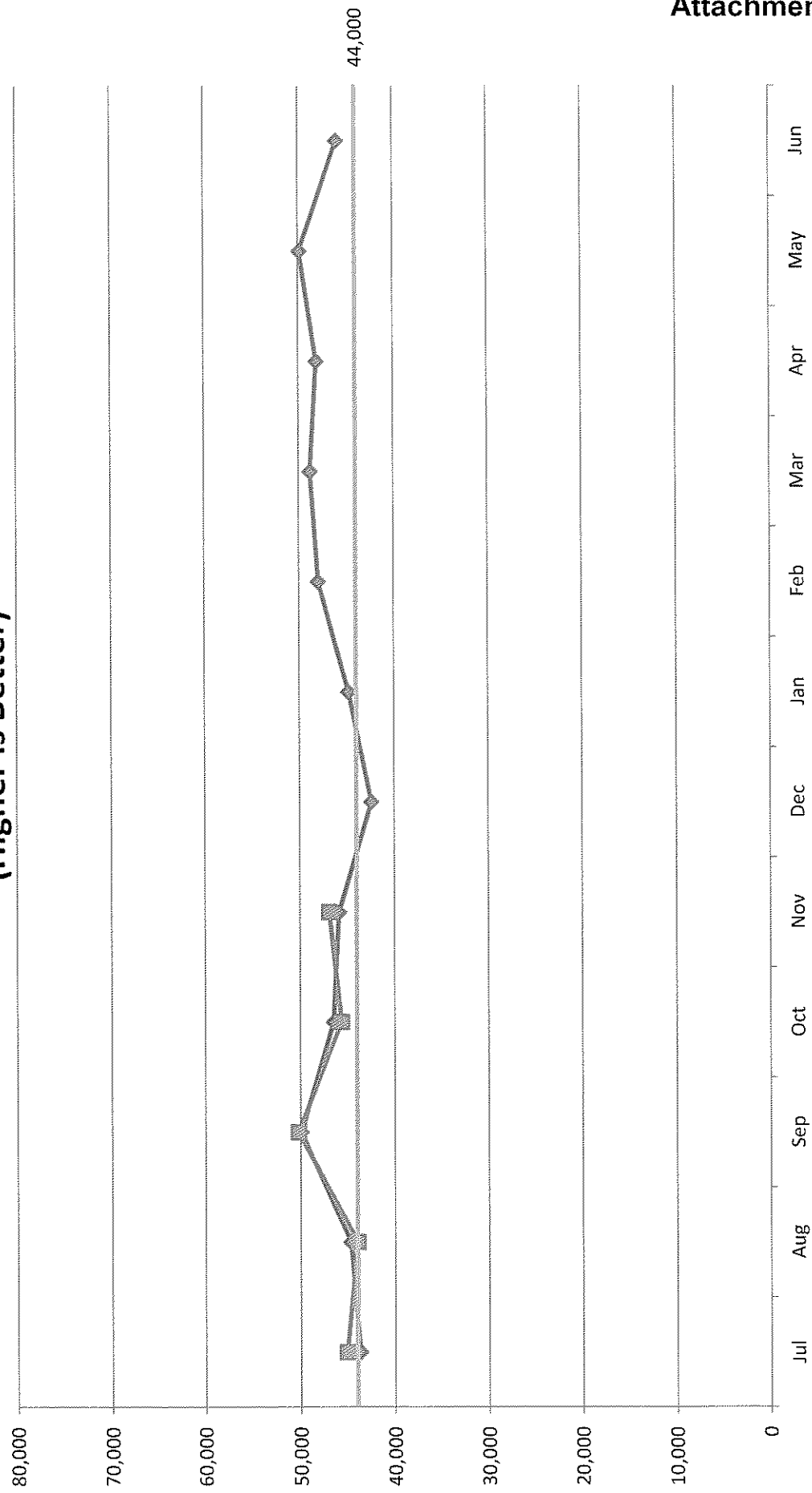
## Attachment G: Average Miles Between Service Interruptions (Higher is Better)



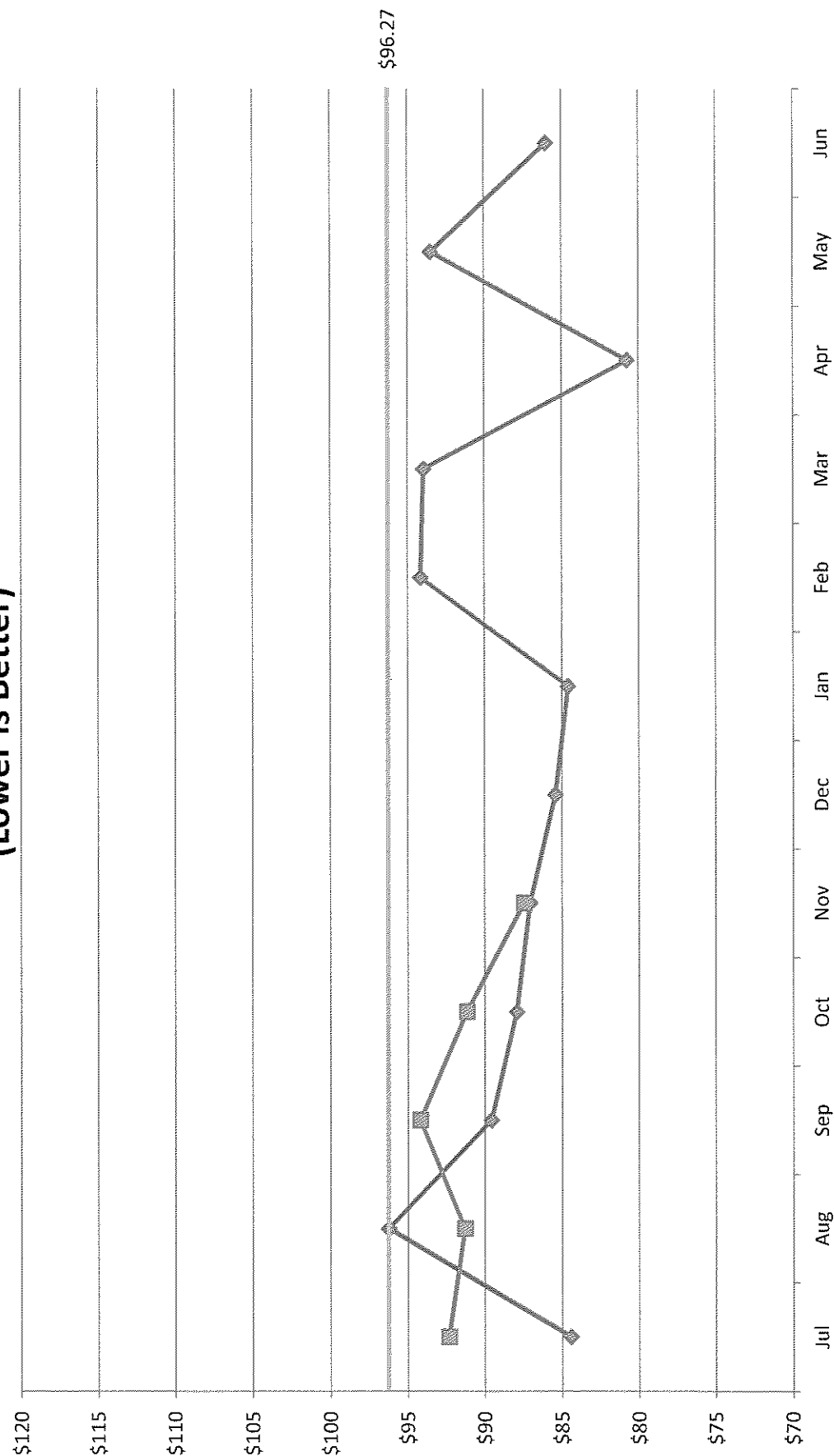
## Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



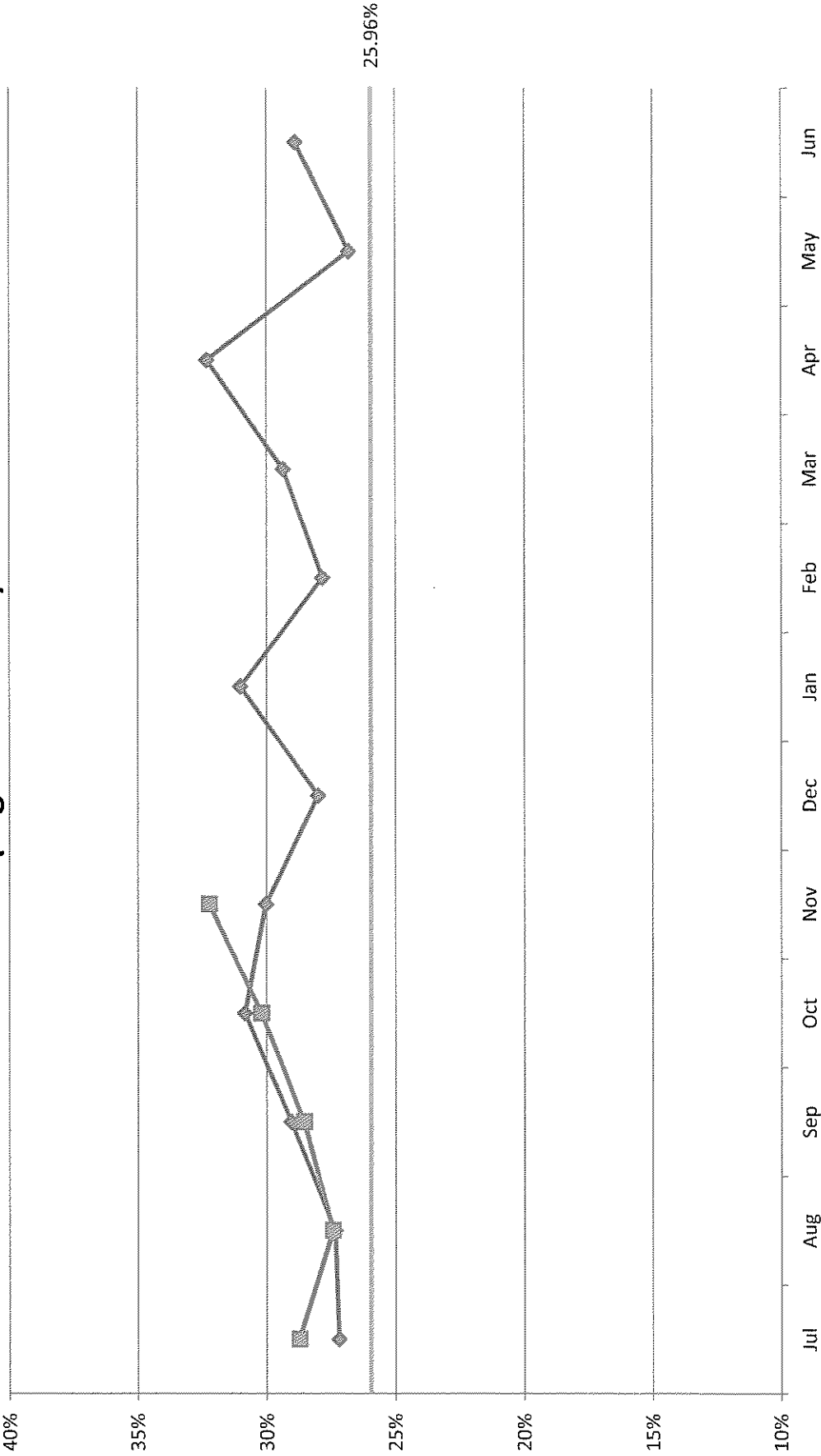
## Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour  
(Lower is Better)



Attachment K: Farebox Recovery Ratio  
(Higher is Better)





Attachment L: Operations Report - Total System  
November-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.36	\$1.28	6.59%	\$1.25	\$1.28	X	\$1.28	-0.13%
Average Cost per Boarding	\$4.23	\$4.26	0.64%	\$4.81	\$4.37	X	\$4.29	-1.72%
Average Subsidy per Boarding	\$2.87	\$2.98	3.75%	\$3.56	\$3.09	X	\$3.02	-2.51%
Total Vehicle Miles	1,074,862	1,038,925	3.46%	N/A	5,435,125	N/A	5,360,451	1.39%
Vehicle Service Miles	819,172	804,725	1.80%	N/A	4,143,911	N/A	4,163,631	-0.47%
Total Vehicle Hours	65,009	63,931	1.69%	N/A	328,782	N/A	330,452	-0.51%
In-Service Speed	14.9	14.8	0.55%	N/A	14.8	N/A	14.8	0.17%
Boardings per Vehicle Service Mile	1.39	1.38	0.52%	N/A	1.41	N/A	1.40	0.58%